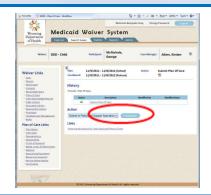




✓ REMINDER CHOOSE SUBMIT PLAN OF CARE



AFTER COMPLETING A MODIFICATION OR PLAN OF CARE AND UPLOADING ALL RELEVANT DOCUMENTATION, REMEMBER TO RETURN TO THE PLAN STATUS LINK AND UNDER ACTION CHOOSE THE SUBMIT PLAN OF CARE OPTION.

WHEN SUBMITTING A PLAN OR MODIFICATION, REMEMBER TO CHECK FOR RED ERROR MESSAGES ON THE PLAN STATUS PAGE. CORRECT THESE ERRORS AND THEN RESUBMIT.

ONCE THE PLAN OR MODIFICATION IS SENT, LOOK UNDER ACTION ON THE PLAN STATUS LINK AND YOU SHOULD SEE APPROVE PLAN OF CARE UNDER THE DESCRIPTION

✓ HELPING WITH DFS ELIGIBILITY REQUIREMENTS

FINANCIAL ELIGIIBILITY FOR ANYONE APPLYING FOR A WAIVER SERVICE IS NOW BEING DETERMINED BEFORE CLINICAL ELIGIBILITY.

SOLUTION:



TARGETED CASE MANAGERS ARE RESPONSIBLE FOR HELPING APPLICANTS OBTAIN THE PACKET AND ASSISTING THEM WITH THE COMPLETION OF THE REQUIRED MATERIALS. A COPY OF THE PACKET CAN BE OBTAINED ONLINE AT MEDICAID PROGRAMS APPLICATION PACKET

FAMILIES RECEIVING FUNDING LETTERS MUST CONTACT DFS TO COMPLETE AN APPLICATION PACKET AS FINANCIAL ELIGIBILITY IS ALSO REVIEWED AFTER FUNDING HAS BEEN AWARDED. CASE MANAGERS CAN HELP FAMILIES WITH THIS PROCESS BY GUIDING THEM THROUGH THE COMPLETION OF THE APPLICATION PACKET AND HELPING THEM GATHER DOCUMENTATION. YOU CAN ALSO CALL YOUR LOCAL DFS OFFICE AND SEE IF THE APPLICANT IS ALREADY ELIGIBLE. IF THEY ARE, THEN ONLY AN APPLICATION NEEDS COMPLETED AND SUPPORTING DOCUMENTATION IS NOT NECESSARY.

PLEASE REMEMBER FOR CHILDREN APPLYING FOR WAIVER SERVICERS, ONLY THE CHILD'S INCOME IS CONSIDERED. PARENTS DO NOT NEED TO PROVIDE DOCUMENTATION OF THEIR ASSETS.

✓ "ACKNOWLEDGEMENT" SHOWS UP AS LINK ON TASK LIST

AFTER THE PLAN OF CARE IS SUBMITTED AND THE PA'S ARE GENERATED, CASE MANAGERS WILL SEE ON THEIR TASK LIST AN ACKNOWLEDGEMENT LINK. THIS MEANS THE PLAN IS COMPLETED.

<u>Acknowledgment</u>

SOLUTION:

CLICK ON THE "ACKNOWLEDGMENT" LINK AND IT WILL OPEN THE SERVICE AUTHORIZATION PAGE THEN CLICK SUBMIT. GO BACK TO THE PLAN STATUS PAGE AND NOTE THE PROCESS IS "COMPLETE".

WYOMING DEPARTMENT of

Family Services

Make a Difference

✓ 90 DAY PLAN OF CARE RENEWAL NOTICE



WE HAVE HAD REQUEST TO CHANGE THE NOTICE FOR RENEWALS FROM 60 TO 90 DAYS. THE CHANGE HAS BEEN MADE.

SOLUTION:

YOU WILL NOW RECEIVE A 90 DAY EMAIL NOTIFICATION WHEN A PLAN OF CARE IS DUE FOR RENEWAL.

✓ NOTICE OF FINANCIAL ELIGIBILITY



AFTER YOU HAVE COMPLETED THE LT-104 AND IT IS APPROVED BY YOUR PSS, YOU WILL RECEIVE A NEW TASK TITLED "FINANCIAL ELIGIBILITY".

SOLUTION:

THIS IS YOUR PROMPT TO HELP THE FAMILY SCHEDULE AN APPOINTMENT WITH DFS TO DETERMINE FINANCIAL ELIGIBILITY. IT IS IMPORTANT TO NOTE THAT THE PARTICIPANT IS NOT APPLYING FOR FULL MEDICAID BENEFITS AND IS ONLY APPLYING FOR THE STATE CASE MANAGEMENT PLAN.

✓ SCANNER ISSUES



SOLUTION:

IF YOU ARE HAVING ISSUES USING YOUR SCANNER, PLEASE CONSULT YOUR MANUAL OR CONTACT YOUR LOCAL COMPUTER SERVICE CENTER.

HELP DESK DOES NOT HANDLE ANY HARDWARE ISSUES - JUST SOFTWARE ISSUES REGARDING THE EMWS.

✓ PRINT SERVICE AUTHORIZATION FOR PROVIDERS



AFTER YOU HAVE COMPLETED THE ACKNOWLEDGMENT STEP NOTED ABOVE, YOU CAN PRINT OFF THE SERVICE AUTHORIZATION FOR EACH PROVIDER.

SOLUTION:

GO BACK TO SERVICE AUTHORIZATION PAGE AND CLICK THE PRINT ICON WITH NO PA. YOU CAN COPY THIS PAGE FOR EACH PROVIDER AND ADD THE PA NUMBER TO EACH PAGE IF YOU WISH.

✓ SEARCHING FOR A CASE



IF YOU ENTER TOO MUCH INFORMATION WHEN YOU ARE PERFORMING A SEARCH, YOU MAY RECEIVE FEWER RESULTS.

SOLUTION:

LESS IS MORE; REFER TO YOUR GUIDES FOR ADDITIONAL HELP ON SEARCHING.

✓ FILE NAMING CONVENTION

Procedure File Naming

Files will be named per the following:

- 1. WAIVER INITIALS: ADD, CDD, ABI
- 2. PARTICIPANT: LAST NAME. FIRSTNAME
- 3. DOC TITLE ABBREVIATED: (refer to list)
- 4. DATE: YYYY.MM.DD

CASE MANAGERS ARE FORGETTING TO USE THE FILE NAMING CONVENTION DD PROGRAMS HAS PUT INTO PLACE TO HELP MANAGE THE MAGNITUDE OF DOCUMENTS WE RECEIVE.

SOLUTION:

REFER TO THE APPENDIX IN YOUR TRAINING MANUALS
REGARDING FILE NAMING PROTOCOL - CASE MANAGERS ARE
EXPECTED TO FOLLOW THIS FILE NAMING CONVENTION.

PLEASE USE FILE NAMING CONVENTION - SAVES US ALL TIME.

✓ "SUBMIT PLAN OF CARE" SHOWS UP AGAIN ON TASK LIST

Task Lis

Show Filter

pen processes for all cases that do not require your direct action

View	Last Name	First Name	SSN	Medicaid Number	Waiver	Process	Status
	Last 12074	First 12074	XXX-XX-2074	XX-XXXX2074	DDD - Child	Plan Of Care	Submit Plan Of Care
	Smith	Ed	XXX-XX-2345		DDD - ABI	Plan Of Care	Submit Plan Of Care
	Last 12074	First 12074	XXX-XX-2074	XX-XXXX2074	DDD - Child	Renewal	Pending Plan of Care Approval
	Smith	Ed	XXX-XX-2345		DDD - ABI	Activation	Confirm Financial Eligibility
	McNichols	George	XXX-XX-9543		DDD - Child	Activation	Confirm Financial Eligibility
	Richardson	Jason	XXX-XX-8523		DDD - Child	Eligibility	Submit Psych Evaluation
	McNichols	George	XXX-XX-9543		DDD - Child	Plan Of Care	Submit Plan Of Care
123							

AFTER YOU HAVE SUBMITTED YOUR PLAN OF CARE, THE "SUBMIT PLAN OF CARE" LINK SHOWS UP ON YOUR TASK LIST AGAIN, THIS MEANS YOUR PSS HAS ROLLED IT BACK.

SOLUTION:

CLICK THE SUBMIT PLAN OF CARE LINK AND FOLLOW THE INSTRUCTIONS PROVIDED BY YOUR PSS FOR CORRECTIONS NEEDED.

✓ REALIZE MADE A MISTAKE AFTER CLICKING SUBMIT



SOLUTION:

EMAIL OR CALL YOUR LOCAL PSS AND ASK THEM TO ROLLBACK WHAT YOU WOULD LIKE TO CORRECT.

✓ SAVE A FILE IN EMWS BUT CANNOT OPEN



PROBLEM MAY BE THE FILE EXTENSION; THE SYSTEM WILL ONLY SUPPORT THE FILE EXTENSIONS LISTED IN YOUR COMPUTER INSTRUCTIONAL GUIDE.

SOLUTION:

CHECK TO BE SURE YOU ARE SAVING IT AS ONE OF THE ACCEPTABLE FILE EXTENSIONS.

✓ LOCKED OUT OF SYSTEM — WILL NOT ACCEPT PASSWORD



YOU HAVE 3 ATTEMPTS TO REMEMBER YOUR PASSWORD AND ENTER IT CORRECTLY, AFTER THAT THE SYSTEM WILL LOCK YOU OUT.

SOLUTION:

PLEASE WRITE DOWN YOUR PASSWORD IN A SECURE LOCATION.
CONTACT THE HELP DESK TO RESET YOUR PASSWORD — YOU WILL
RECEIVE AN EMAIL WITH A LENGHTY PASSWORD THAT YOU WILL NEED
TO COPY AND PASTE INTO THE SYSTEM THEN CHANGE ONCE YOU ARE
LOGGED IN.

HELP DESK CANNOT GIVE OUT PASSWORDS, THEY ARE GENERATED ELECTRONICALLY AND SENT VIA EMAIL.

✓ SYSTEM TIMES OUT AND YOU HAVE TO LOG BACK IN



SYSTEM TIMES OUT ANYWHERE AFTER 10-20 MINUTES IF IT THINKS THE COMPUTER IS IDLE. THIS IS A STANDARD THAT SUPPORTS SECURITY COMPLIANCE TO PROTECT INFORMATION. YOU MAY BE TYPING BUT THE SYSTEM DOES NOT REGISTER YOU ARE ACTIVE SO IT TIMES YOU OUT.

SOLUTION:

CLICK SAVE OFTEN!

TYPE IT OUT IN WORD FIRST THEN COPY & PASTE INTO THE EMWS.

TYPING FIRST IN WORD ALLOWS FOR SPELLING AND GRAMMAR CHECK,
YOU WILL NOT GET TIMED OUT, AND JUST REMEMBER IT DOES NOT
COPY OVER BOLD OR SPECIAL FORMATTING.